

RIGHT OF ERASURE POLICY

(RIGHT TO BE FORGOTTEN)

Introduction

You have the right to request erasure of your personal data in certain circumstances. Our business must comply with the requirements of the General Data Protection Regulations (GDPR).

Requests

Right of erasure requests can be made in writing, electronically or verbally.

How do we verify your identity?

We may ask you to supply valid evidence to prove your identity.

We may verify your identity through a phone call

We accept the following forms of identification:

- Current UK/EEA Passport
- UK Driving Licence
- Financial Statement issued by bank, building society or credit card company
- Utility bill for supply of gas, electric, water or telephone landline

Processing your request

Our aim is to determine the validity of the erasure request. If the request is not clear, or where if we process a large quantity of information about an individual, the GDPR permits us to ask you to specify the information your request relates to. Where this applies, we will proceed with a request for additional information.

We expect to respond to your request within 30 days of receiving the request as valid. Applicable law may allow or require us to refuse to act on your request, or we may have destroyed, erased, or made your personal data anonymous in accordance with our record retention obligations and practices. If we cannot honour your erasure request, we will inform you of the reasons why.

No charge to comply with the request (with exceptions)

We must fulfil valid requests for erasure free of charge, as per the GDPR rules. However, we may charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive.

Excessive, manifestly unfounded or repetitive requests

Where requests are manifestly unfounded, excessive and repetitive, we may refuse to act on the request or charge a reasonable administration fee.

Complex requests

As stated we have to respond to a request for erasure within 30 days. If more time is needed to respond to complex requests, an extension of another two months is permissible, provided this is communicated to the data subject in a timely manner and within 30 days.

Where we decide not to take action on the request of the data subject, we need to inform the data subject of this decision without delay and at the latest within 30 days of receipt of the request.